

REFUND POLICY

Responsibility

The School Principal is responsible for ensuring that this policy is incorporated in processes within the school administration, and that any changes are approved by School Council.

Purpose

To ensure that there is a fair and equitable refund system at Wonthaggi Primary School for when a parent/carer requests a refund for a service or good that has not been fully accessed by a student.

People this policy effects

The stakeholders impacted by the policy are the parent/carer who has made the payment, the School Principal, School Administration staff and the teaching staff.

Definitions:

Essential Student Learning Items – materials, subscriptions and resources as listed in the school parent payment arrangements

Activities – planned activities such as Water Safety and pool access, Artist in Residence and Incursions that make up part of the curriculum as listed in the school's parent payment arrangements

Camps & Excursions – optional activities set by the school that require parent consent and upfront payment or a payment plan.

CSEF — Camps, Sports and Excursions Fund. A payment provided by the Department to schools for the purpose of paying costs of camps, sport and excursions for an eligible student.

CASES21- the software used by Dept of Education & Training schools to manage the school's finances including creditors, debtors and family payments.

Legislation

[Charter of Human Rights and Responsibilities Act 2006 \(Vic\)](#)

[Education Training and Reform Act 2006 \(Vic\)](#)

Policy Statement:

This policy provides guidelines and circumstances in determining eligibility, amount to be refunded and how to issue the refund of a payment made by a member of the school community for a student.

Wonthaggi Primary School will consider full or partial refund request of payments made by parent/carers. A request for a refund does not automatically equate to a full refund of payment made – each request will be considered on its merit

Payment of Refunds

Refunds are not to be given via cash, the refund must be transferred directly into a nominated bank account.

It is preferable that the refund is either used to pay for any outstanding charges relating the family; or credited to the family account and used for any future charges; however this is subject to the consent by the parent/guardian.

If payment of the camp, excursion, activity was made with CSEF funds, the refunded funds must be kept by the school on the family's account and used for activities that meet CSEF eligibility criteria.

Camps, Excursions & Activities

Students withdrawing from camps, excursions or activities that require prior consent and payment will not automatically be entitled to a refund. Any refund will be payable to the parent/carer if the Principal deems the withdrawal from the activity is due to unavoidable circumstances.

Non refundable deposits will not be refunded unless another student can fill their place

Where the school is charged for the provision of a program or service as a bulk cost, the amount calculated per student will not be refunded.

Where the school is charged a 'per head' fee, and the school has not already been invoiced by that service provider, then a refund can be given. If the school has been invoiced and the provider will not issue a credit note, then a refund cannot be given.

Where there is combination of bulk charge and a 'per head' charge in an excursion, only the 'per head' amount can be refunded.

Essential Student Learning Items

If a refund for Essential Learning Items is requested due to the student leaving the school, a pro rata refund will be calculated based on the number of terms the student has attended. The student will be able take the materials they have used while at school including workbooks and pencils that are named.

Voluntary Contributions

Refund of voluntary contributions made to the Building Fund and Library Fund are not available

Uniform shop eg. Bags/Hats

No refund will be given. If an item is faulty, a request for a replacement will be considered.

Procedure:

1. Parent/Carer to complete a Request for Refund form with any supporting documentation eg. Medical certificate and submits to the school office or emails to the school email address.
 - a. If its due to a student leaving the school, the request must be made prior to the transfer taking place.
 - b. If the refund relates to camp, the refund request must be made within 7 days of the start of camp.
2. A response to the request will be provided by the school within 14 days of it being received.
3. Business Manager to process request to determine what individual costs have been incurred by the school and what is eligible for a refund.
4. Principal approves/declines refund.
5. Business Manager determines if any outstanding Essential Student Learning items are outstanding and if the amount to be refunded was CSEF.
6. Business Manager notifies Parent/Carer of decision and confirms refund amount and method of refund as per Request for Refund form.
7. Business Manager to refund payment as per CASES21 Finance Business Process Guide, through the accounts payable process.

Related Policies:

[Dept Education & Training Parent Payment Policy](#)

[Wonthaggi Primary School Parent Payment Arrangements](#)

[Camps Sports Excursions Fund \(CSEF\) Policy](#)

Version

Version	Date approved	Changes
1	2/8/21	New policy

Review Date:

Due for review in August 2023

Location of Policy

All policies can be viewed by the public on school website. Current version on school Admin network drive U:Admin/Policies



REQUEST FOR REFUND

Student Name		Year Level:	
Parent/Carer Name:		Contact Number:	

Type of payment made to be refunded:

Parent Payments Camp/Excursion

Reason for refund:

Illness (Please attach a Medical Certificate if applicable)
 Change of mind/circumstances
 Left School

Treatment of Refund:

Please note: Wonthaggi Primary School would prefer that refunds are used to pay outstanding charges or kept on the family account for future costs; however this is your choice.

Please keep on my family account to be used for future costs
 Please use to pay any outstanding charges on my family account
 Please pay refund into my nominated account

BSB:		Account Number:	
Account name:			

I understand and agree that:

1. A refund may not be made to me or be made in full or in part, having regard to the associated expenses already incurred by the school, and the school's refund guidelines provided to me.
2. This refund application and associated document will be treated confidentially and not used for any other purpose.
3. I have provided accurate information in this Request for Refund

Signature of Parent/Carer

Date

(School Use Only)

Prepared by:

Refund: \$

Signature of Principal

Date